



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

**Aging and Disability Services
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5050**

August 2, 2013

CERTIFIED MAIL 7007 1490 0003 4202 1044

Administrator
Grande Manor
c/o 2455 W. Bench Road
Othello WA 99344

Assisted Living Facility License #1472
Licensee: Grande Manor Care, Inc.

IMPOSITION OF CIVIL FINE

Dear Administrator:

This letter constitutes formal notice of the imposition of a civil fine for your assisted living facility, located at **1718 W. 9th Avenue, Spokane**, by the State of Washington, Department of Social and Health Services, pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190.

The civil fine is based on the following violations of the Revised Code of Washington (RCW) and/or the Washington Administrative Code (WAC) found by the department in your assisted living facility. These and other deficiencies are more fully described in the attached Statement of Deficiencies report completed by the department on **July 19, 2013**.

WAC 388-78A-2120(1)(3)(a)(b)(4) Monitoring residents' well-being. **\$200.00**
\$100.00 x 2 residents

The facility failed to monitor resident for safety while on an outing and for changes in condition. This is a repeat violation of deficiencies cited on August 31, 2011.

WAC 388-78A-2660 (4) Resident rights. **\$500.00**
\$100.00 x 5 residents

The facility failed to respond to grievances of residents experiencing theft of belongings. This is a repeat violation of deficiencies cited on August 31, 2011.

WAC 388-78A-2700(2)(c)(i)(ii)(iii) Safety measures and disaster preparedness. \$200.00
\$100.00 x 2 residents

The facility failed to institute preventative measures in response to incidents involving residents. This is a repeat violation of deficiencies cited on July 25, 2011.

WAC 388-78A-3090(1)(a)(d) Maintenance and housekeeping. \$100.00

The facility failed to maintain a safe and sanitary environment. This is a repeat violation of deficiencies cited on March 2, 2012 and April 13, 2012.

Plan of Correction/Attestation

You Must:

Return the plan, on the enclosed report, within 10 calendar days after you receive this letter. Include the following in your plan for each deficiency:

- The date you have or will correct each deficiency; and
- Provide a signature and date certifying that you have or will take corrective measures to correct each cited deficiency.

Send your plan to:

Lori Heiner, Field Manager
District 1, Unit B
316 West Boone, Suite 170
Spokane, WA 99201-2351
Phone: (509) 323-7324 / Fax: (509) 329-3993

You may contest the civil fine by requesting an administrative hearing. To do so, the Office of Administrative Hearings must receive your written request for a hearing within twenty-eight (28) calendar days following receipt of this letter. A copy of this letter and a copy of the enclosed Statement of Deficiencies must be included with your request. Send your request to:

Office of Administrative Hearings
PO Box 42489
Olympia, Washington 98504-2489

If no hearing is requested, the fine is due twenty-eight (28) calendar days after receipt of this notice. Please remit a check for **\$1,000.00** payable to the Department of Social and Health Services. The check should be sent to:

DSHS Office of Financial Recovery
PO Box 9501
Olympia, Washington 98507-9501

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If payment has not been received within twenty-eight (28) calendar days after receipt of this notice, interest will begin to accrue on the balance at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) calendar days, the balance due the department will be recovered.

As provided in RCW 18.20, you may request an informal dispute resolution review of enforcement actions initiated in response to a Statement of Deficiencies report. During the informal dispute resolution process you also have the right to present written evidence. A request for informal dispute resolution review will not change the deadline for you to request an administrative hearing. Informal dispute resolution review by the department is not binding in an administrative hearing.

To request an informal dispute resolution review, send your written request to:

Informal Dispute Resolution Program Manager
Residential Care Services
PO Box 45600
Olympia, Washington 98504-5600
Fax (360) 725-3225

The written request should:

- Identify the citation and/or enforcement action that is disputed;
- Explain why the home is disputing the action;
- Indicate the type of dispute resolution process you prefer (direct meeting, telephone conference or documentation review); and,
- Be sent within 10 working days of your receipt of this notice.

If you have any questions, please contact Field Manager Lori Heiner at (509) 323-7324.

Sincerely,

Lori Melchiori, Ph.D.
Assistant Director
Residential Care Services

Enclosure

cc: David Moon, Compliance Specialist
Field Manager, District 1, Unit B
RCS District Administrator, District 1
HCS Regional Administrator, Region 1
DDD Regional Administrator, Region 1
Office of Financial Recovery, Vendor Program Unit
Medicaid Fraud Control Unit
Judi Plesha, HCS
BAM

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